

**SERVICES  
PROVIDED  
By**

**DES**

Arizona Department of Economic Security

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**Arizona Department of Economic Security**

## **INTRODUCTION**

The Department of Economic Security (DES) is unique in that it combines all of the state's social service programs within a single agency.

The networking of such programs is a logical solution to the problem of providing various forms of assistance to individuals and families with multiple needs, and offers the opportunity for a coordination of services that might otherwise not be possible.

This booklet briefly describes the purpose and eligibility requirements for each client service provided by the major organizational divisions of DES.

Additional information and/or copies of this booklet may be obtained from any of the district offices listed on [page 20](#), or from the DES Office of Communications, Site Code 050Z-1, P.O. Box 6123, Phoenix, AZ 85005-6123.

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# **BENEFITS AND MEDICAL ELIGIBILITY**

## **FAMILY ASSISTANCE ADMINISTRATION**

**Purpose:** To provide financial assistance and/or food stamp benefits to eligible applicants and recipients, and to determine eligibility to receive medical benefits from the Arizona Health Care Cost Containment System (AHCCCS). Assistance may be in the form of cash or food stamps for families, children and individuals as a means of ensuring a continuity of basic living standards until self-sufficiency is re-established and/or employment obtained.

### **FOOD STAMP (FS) BENEFITS**

**Purpose:** To provide low-income households increased food-purchasing power enabling them to maintain a more adequate nutritional diet. DES administers the distribution of food stamp benefits. Food stamp benefits are accessed through the Electronic Benefit Transfer (EBT) process and they can be used like cash at retail grocery outlets.

**Eligibility:** The U.S. Department of Agriculture establishes the requirements for the Food Stamp (FS) program. Eligibility for benefits is based on resources, income and other requirements such as residence, citizenship or eligible noncitizen status, and cooperation with the DES Employment and Training (E&T) program. In addition, household members must provide or apply for a Social Security Number (SSN).

### **AHCCCS HEALTH INSURANCE**

**Purpose:** AHCCCS emphasizes preventive health care and provides a full range of medical services including office visits, physical examinations, immunizations, prenatal care, mental health services, children's rehabilitative services, hospital care and prescriptions. AHCCCS services may be extended up to 24 months for families whose AHCCCS benefits are terminated due to employment earnings.

**Eligibility:** Individuals must meet income and resource criteria, as well as non-financial requirements such as residency, citizenship or legal alien status.

### **GENERAL ASSISTANCE (GA)**

**Purpose:** To provide financial assistance for up to 12 months in a 36-month consecutive period to persons who are temporarily disabled, and to persons required to care for a disabled person in the home.

**Eligibility:** Applicants must be 18 years of age, and Arizona residents who meet U.S. citizen or noncitizen status. Income and resource requirements must be met, and applicants must verify that they have a disability that prevents them from maintaining employment. The disability must be expected to last at least 12 months from the date of application. GA can be extended for up to six months if all other eligibility requirements are met when there is an appeal pending before the Administrative Law Judge for a denial of Social Security Disability or SSI claim.

### **CASH ASSISTANCE (CA)**

**Purpose:** To maintain and strengthen family life by providing temporary financial assistance to needy dependent children in their own homes or the homes of responsible caretaker relatives. Adult participants may receive CA for 60 months within a lifetime.

The Two Parent Employment Program (TPEP) is a six-month benefit employment program that provides CA for needy two-parent families to help them attain self-sufficiency. Participants *cannot* receive more than six months of TPEP within a 12-month period. Benefits are issued on a semi-monthly basis after Jobs Program assignments are completed.

The Kinship Care (KS) program provides special considerations to relatives who apply for CA to support children who are unable to live with their parents.

These special considerations are:

1. Requirement of the face-to-face interview is waived;
2. The eligibility decision is made within 20 calendar days;
3. The payment amount is determined using a higher payment standard.

**Eligibility:** Applicants must be residents of Arizona and be U.S. citizens or eligible noncitizens. Eligible persons are dependent children up to age 19 and parents or specified relatives of eligible children. The child must be living with and/or under the guidance of a parent or non-parent relative. The rights to support payments from absent parents must be assigned to the state. Applicants must cooperate in establishing paternity and in obtaining support payments. Income and resource requirements must be met and Jobs Program registration is required.

TPEP parents must meet the same financial and non-financial eligibility factors and processes that apply to CA.

Additionally:

1. Both parents must be in the home, not disabled and have a child in common.
2. The primary wage-earning parent must be unemployed or underemployed and must have a connection to the work force.
3. Parents must continue to participate in the JOBS Program.

## **TUBERCULOSIS CONTROL**

**Purpose:** To provide assistance necessary for the support of a person (and the person's legal dependents) whom the State Tuberculosis Control Officer has certified unemployable as a result of communicable tuberculosis.

**Eligibility:** Have contagious tuberculosis or be a dependent of such a person. Be considered *in need* according to state regulations.

## **DISABILITY DETERMINATION SERVICES ADMINISTRATION**

**Purpose:** To determine medical eligibility for disability payments under the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) programs. To recertify eligibility through periodic medical reviews. To determine potential for rehabilitation services.

**Eligibility:** SSDI applicants must have worked during a specified number of quarters in employment covered by Social Security. SSI disability applicants must meet an income and resources test. All applicants must have a medical condition that will prevent gainful employment for 12 consecutive months.



## CHILDREN AND FAMILY SERVICES

### DIVISION OF CHILDREN, YOUTH AND FAMILIES

**Mission:** The Arizona Department of Economic Security promotes the safety, well-being and self-sufficiency of children, adults and families.

**Purpose:** Through the Office of the Deputy Director, the Division of Children, Youth and Families (DCYF) provides leadership and centralized administrative support services for the programs provided by three administrations in six districts. This program also provides administrative support for the Office of Prevention and Family Support, the Protective Services Review Team, the Advocacy Office and the Substance Abuse Treatment Program. In addition, the DCYF and the Office of the Attorney General have a collaboration to provide the necessary legal services to the Division and its programs.

#### OFFICE OF PREVENTION AND FAMILY SUPPORT

**Purpose:** To provide child abuse and neglect prevention and early intervention services to Arizona families in collaboration with contracted community providers. Specific programs are:

- The **Promoting Safe and Stable Families** program, that includes activities and services available to the general public for the purpose of enhancing child development and well-being, providing basic information and raising awareness in an effort to prevent child maltreatment;
- **Healthy Families Arizona (HFAz)**, a community-based multidisciplinary program serving pregnant women and families of newborns. It is designed to reduce stress, enhance parent-child interaction, promote child development and minimize the incidence of abuse and neglect within a multicultural environment;

**Eligibility:** The eligibility requirements for each **Promoting Safe and Stable Families** program provider may be different. The one consistent eligibility requirement is that any family offered services under this program must involve a child under the age of 21. Some program providers require additional eligibility criteria depending on the focus of their particular program. Several program providers have boundary criteria, some specialize in working with pregnant or parenting teenagers, families involved in domestic violence or juvenile status offenders.

**HFAz** eligibility requirements include living in a targeted area, enrollment of a family either prenatally or before the baby is three months old and meeting family assessment criteria.

#### PROTECTIVE SERVICES REVIEW TEAM

**Purpose:** Implemented on January 1, 1988, the Protective Services Review Team (PSRT) provides persons who are alleged to have abused or neglected a child the right to appeal such a finding before an entry is made in the Central Registry. CPS submits proposed substantiated findings to the PSRT. The team reviews the report for eligibility and determination of probable cause that abuse or neglect occurred. Persons requesting an appeal hearing can provide written or verbal information to support their position. Proposed findings and report information may be amended by the PSRT, following the team's review, a formal hearing through the Office of Administrative Hearings, or upon final administrative review by the DES Office of the Director.



**Eligibility:** Every person whom CPS proposes to substantiate allegations of abuse or neglect is notified of his or her appeal rights. Those persons who request an appeal timely, and who are not a party in a legal proceeding that involves the same allegations of abuse and neglect, are considered eligible for review of findings by the PSRT.

## **FAMILY ADVOCACY OFFICE**

**Purpose:** The Family Advocacy Office was established on July 18, 2000, in response to complaints involving the child welfare system. Upon request, the Family Advocacy Office will complete a review of the removal of a child by Child Protective Services (CPS), prior to filing a petition for dependency. The Family Advocacy Office accepts requests for removal reviews received within 72 hours of the date and time the Temporary Custody Notice (TCN) was served.

Family Advocacy assists parents and guardians involved with CPS by: responding to all concerns; acting on any concern in accordance with written policies and procedures; providing copies of appropriate written grievances or complaint procedures; notifying persons making complaints of the resolution; referring persons to appropriate community resources; and reviewing circumstances under which children are removed from their parents, guardians or custodians by CPS.

**Eligibility:** The Family Advocacy Office is available during normal business hours Monday through Friday to any person who needs assistance for one or more of the following reasons: investigation of child welfare complaints or concerns; mediation between the complainant and specific agency personnel; elimination of barriers to children and family services; information on policies, procedures and rules; crisis intervention and consultation services to caretakers; and insight to reasons children are removed from their families. The statewide toll-free number is **1-877-527-0765**. For Phoenix metropolitan residents the local number is **602-364-0777**, Monday through Friday, 8 a.m. to 5 p.m. only. After 5 p.m., callers may leave a message on the toll-free line, 1-877-527-0765, and a representative of the Family Advocacy Office will return the call during business hours.

## **ARIZONA FAMILIES F.I.R.S.T. (FAMILIES IN RECOVERY SUCCEEDING TOGETHER)**

**Purpose:** Arizona Revised Statute (A.R.S.) § 8-881 et. seq. establishes the Substance Abuse Treatment Fund, which is jointly administered by the Department of Economic Security (DES) Arizona Families F.I.R.S.T. and the Department of Health Services (DHS). The goal of Arizona Families F.I.R.S.T. is to promote permanency for children and stability in families, protect the health and safety of abused and/or neglected children, and promote economic security for families. This innovative collaboration between DES, DHS and community-based organizations (including faith-based organizations and Regional Behavioral Health Authorities) provides a continuum of family-centered services.

Arizona Families F.I.R.S.T. provides an array of structured interventions to reduce or eliminate abuse of and dependence on alcohol and other drugs, and to address other adverse conditions related to substance abuse. Interventions are provided through contracted community providers and services are provided in outpatient and residential settings. The program design emphasizes outreach, engagement, aftercare and support services. In addition to core substance abuse treatment and recovery services, other essential support services are provided to assist the entire family toward recovery.

**Eligibility:** Eligible participants include: any parent, guardian or custodian of a child who is named in a CPS report as a victim of abuse or neglect, and whose substance abuse is a significant barrier to maintaining, preserving or reunifying the family; or a person whose substance abuse is a significant barrier to obtaining or maintaining employment if the person is receiving cash assistance pursuant to Title 46, Chapter 2, Article 5 (Temporary Assistance for Needy Families).

## **ADMINISTRATION FOR CHILDREN, YOUTH AND FAMILIES**

**Mission:** The Arizona Department of Economic Security promotes the safety, well-being and self-sufficiency of children, adults and families.

**Purpose:** This program provides centralized administrative support services for the programs provided in six geographic districts of the state. Administrative operations include, but are not limited to: staff training; policy and program development; federal programs and entitlements; district field support operations; and the Child Abuse Hotline (centralized intake).

### **CHILD PROTECTIVE SERVICES**

**Purpose:** Child Protective Services (CPS) is a program mandated under A.R.S. §8-802 for the protection of children alleged to be abused and neglected. This program provides specialized welfare services that seek to prevent dependency, abuse and neglect of children. The Child Protective Services program receives, screens and investigates allegations of child abuse and neglect, performs assessments of child safety, assesses the risk of harm to the children; and evaluates conditions that support or refute the alleged abuse or neglect and need for intervention to protect a child and reduce risk factors.

This program also provides services designed to stabilize a family in crisis and to preserve the family unit by reducing risk factors. This program provides an array of services including Family Builders, Family Group Decision Making, Family Preservation Services (Intensive Family Services), High-Risk Infant Services (in Maricopa County), case management, parent aide and other in-home family support services. Not all programs are offered in every geographic area.

In addition, services to promote permanence, stability and continuity of care are provided for children who enter out-of-home care. Services include but are not limited to case management, permanency planning, provision of out-of-home care, kinship foster care, adoptive and foster home recruitment, other out-of-home services to individuals or families, and assistance to young adults in transition from adolescence to adulthood.

### **IN-HOME CHILDREN SERVICES**

**Purpose:** To reduce the incidence of child abuse and the number of children being placed in foster care through the provision and coordination of support services to the family. The services will assist in family support, enhancing the family unit and preserving and reunifying the family through a continuum of family-centered services that are comprehensive, coordinated, community-based, accessible and culturally responsive.

The service array will depend on the needs of each family. Such services may include but are not limited to case management, counseling, parenting, emergency assistance, housing search and relocation and other services deemed necessary.

**Eligibility:** Any family reported to CPS may participate in services when abuse or neglect has occurred, or there is a risk for abuse and neglect and the children can remain safely in the home.

## **OUT-OF-HOME CARE SERVICES**

**Purpose:** To provide care and supervision for children unable to reside in their own homes, by out-of-home placement, in kinship foster care, family foster homes, and group home or child welfare agencies.

**Eligibility:** Foster care may be provided for children under 18 years of age who are wards of the juvenile court, or in special circumstances, on voluntary placement status signed by a parent. Care may also be provided for young adults 18 years of age and older, who are in foster care when they reach their 18th birthdays, and who have signed a voluntary placement agreement.

If approved, voluntary foster care placement may be requested by a child's parent or guardian for a period not to exceed 90 days.

All foster care placements are with court-approved kinship foster care parents and non-relative homes, in licensed kinship or non-relative family foster homes, group care homes or child welfare agencies.

Licensed kinship and non-relative foster parents must be over the age of 21, in good physical and mental health and of good character. They must have adequate income to meet their own families' needs and cannot depend on foster care payments for their own support.

Applicants may be married or single. Applicants and adult household members must be fingerprinted for state and national criminal history records checks. They must be cleared by a CPS Central Registry records check. They must also complete required training courses. Foster homes must be inspected by the Department of Health Services and meet safety and sanitation requirements. Foster parents must meet the Family Foster Parents Licensing requirements set by the Department of Economic Security.

## **ADOPTION SERVICES**

**Purpose:** Adoption Services identifies children in need of permanency and assists birth parents in the best permanency plan for their child when the child cannot be returned home. This may include voluntary or involuntary termination of parental rights. The program also provides support to legally free children who, because of their special needs, might otherwise not be adopted. Such services may include but are not limited to financial assistance.

Adoption Services recruits adoptive homes, completes adoptive home studies and provides support to adoptive families. Additional services provided to children include assessing the child's placement needs, initiating special recruitment, selecting an adoptive placement, supervising and monitoring the adoptive placement and submitting motions or petitions to finalize the adoption.

**Eligibility:** Any adult resident may apply to adopt a child in foster care. A special needs child in the custody of an Arizona licensed child-placement agency or the Department of Economic Security, when placed for adoption, may be eligible for adoption subsidy.

## COMPREHENSIVE MEDICAL AND DENTAL PROGRAM

**Purpose:** To provide comprehensive, medically necessary and clinically appropriate medical and dental services for foster children.

**Eligibility:** Court-adjudicated children who are placed by the Department of Economic Security (DES), the Arizona Department of Juvenile Corrections (DJC) or the Administrative Office of the Courts/Juvenile Probation Offices (JPO/AOC) are eligible. Comprehensive Medical and Dental Program (CMDP) services are also available to children in voluntary foster care placement and in foster care due to special circumstances. Children must be placed in licensed foster homes or licensed child welfare facilities. DES children may be placed with relatives or in certified adoptive homes prior to the finalization of the adoption, or if actively participating in an independent living program.

## ARIZONA EARLY INTERVENTION PROGRAM

**Purpose:** The Arizona Early Intervention Program (AzEIP) supports families of children birth to age three with disabilities or special developmental needs, helping them to build on their child's strengths, and enhance and promote their child's growth, development and learning.

**Eligibility:** The State of Arizona defines as eligible a child between birth and 36 months of age who is developmentally delayed or has an established condition, which has a high probability of resulting in a developmental delay, as outlined in the State's definition.

**A child is considered to be developmentally delayed** when she or he has not reached 50% of the developmental milestones expected at her or his chronological age in one or more of the following areas:

- cognitive development
- physical development, including vision and hearing
- communication development
- social or emotional development
- self-help/adaptive development

**Established conditions** that have a high probability of developmental delay include, but are not limited to:

- chromosomal abnormalities
- significant auditory impairment
- intraventricular hemorrhage
- cerebral palsy
- significant visual impairment
- metabolic disorders
- neural tube defects
- periventricular leukomalacia
- hydrocephalus
- failure to thrive

**When a child is referred to AzEIP**, the family is contacted and given information about early intervention services and eligibility. If the family is interested in AzEIP arrangements are made to meet at a time and place convenient for the family, in order to begin the initial planning process (IPP). The IPP process includes assessment, eligibility determination, and for eligible children, the development of an Individualized Family Service Plan (IFSP).

AzEIP is implemented by the following participating agencies:

- Arizona Department of Economic Security (DES)
  - DES/AzEIP and Division of Developmental Disabilities (DDD)
- Arizona Department of Health Services (ADHS)
- Arizona State School for the Deaf and the Blind (ASDB)
- Arizona Health Care Cost Containment System (AHCCCS)
- Arizona Department of Education (ADE)

For more information, contact AzEIP at **602-532-9960**, or the AzEIP website at **<http://www.azdes.gov/azeip>**.

### **CHILD SUPPORT ENFORCEMENT**

**Purpose:** The Arizona Child Support Enforcement Program provides the following services:

**Location:** Finding the parent or alleged parent.

**Paternity Establishment:** Creating a legal relationship between the father and child.

**Order Establishment:** Obtaining a legal child support obligation.

**Order Modification:** Changing an existing legal child support order.

**Enforcement:** Collecting and distributing child support payments.

The Division of Child Support Enforcement (DCSE) provides services in ten Arizona counties in conjunction with the Office of the Attorney General. DCSE has intergovernmental agreements with county attorneys to provide services in four counties, and contracts with a private vendor in one county.

**Eligibility:** Either parent or the person with custody of a child can apply for child support services. Currently in Arizona there is no application fee of any kind. Recipients of TANF, AHCCCS or federally-assisted foster care payments automatically receive child support enforcement services.

## **AGING AND COMMUNITY SERVICES**

### **AGING AND ADULT ADMINISTRATION**

**Purpose:** The Aging and Adult Administration (A&AA) is responsible for administering a statewide comprehensive system of programs and services for aging and vulnerable adults. A&AA provides, directly or through subcontractors, community-based services to aging and vulnerable adults to assist them in maintaining their independence in their home and communities for as long as possible according to their choice and ability.

#### **SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM**

**Purpose:** The Senior Community Service Employment Program (SCSEP) provides employment and training opportunities for persons 55 years of age or older who have incomes that do not exceed 125% of the federal poverty guidelines.

**Eligibility:** Each individual must be 55 years of age or older, be an Arizona resident, capable of performing the required job tasks, and have an income that does not exceed 125% of the federal poverty guidelines.

#### **FOSTER GRANDPARENT PROGRAM**

**Purpose:** The Foster Grandparent Program provides older adult volunteers the opportunity to provide companionship and guidance to children with exceptional and special needs. Each foster grandparent is assigned to an agency and works 20 hours per week, receiving an hourly stipend, transportation allowance and other benefits.

**Eligibility:** Applicants must be 60 years of age or older and have an income that does not exceed 100% of the federal poverty guidelines.

#### **ADULT PROTECTIVE SERVICES**

**Purpose:** Adult Protective Services receives, evaluates and investigates allegations of abuse, neglect or exploitation of vulnerable or incapacitated adults, including persons living in nursing homes or other care facilities.

**Eligibility:** Services are provided to vulnerable/incapacitated adults (over the age of 18) when an allegation of abuse, neglect or exploitation is received.

#### **LONG TERM CARE OMBUDSMAN PROGRAM**

**Purpose:** The Long Term Care Ombudsman program identifies, investigates and resolves complaints made by, or on behalf of, residents of long-term care facilities. Ombudsmen are resident advocates who visit facilities on a regular basis to talk to residents and to monitor facility conditions. Ombudsmen also provide education to residents, family and facility staff about long term care issues and concerns.

**Eligibility:** Any resident living in a long term care facility is eligible for services. Ombudsman services are provided by specially trained and certified staff and volunteers.

## **STATE HEALTH INSURANCE ASSISTANCE PROGRAM AND THE FERRET OUT FRAUD SENIOR PATROL PROGRAM**

**Purpose:** The State Health Insurance Assistance Program (SHIP) is funded through grants from the Centers for Medicare and Medicaid Services (CMS) and the Administration on Aging. SHIP assists Arizona's Medicare beneficiaries in understanding and accessing the health care benefits to which they are entitled. It also provides education and information on detecting potential health care system fraud and abuse.

Services provided through the program include presentations and workshops, reconciling medical bills, counseling on health care choices under Medicare and assistance with choosing a Medigap policy, assistance with claims denials and appeals, Medicare rights and protections, submitting complaints about care or treatment, Medicare Cost Savings programs, and reporting potential health care fraud and abuse.

**Eligibility:** Information and assistance is available to Medicare beneficiaries, their families, their caregivers, or other social service professionals.

## **NON-MEDICAL HOME AND COMMUNITY BASED SERVICES**

**Purpose:** Non-Medical Home and Community Based Services enable clients to remain in home or community settings and avoid costly institutionalization by the provision of services. These include congregate meals in senior centers, home-delivered meals, home care, outreach, transportation, homemaker, home health aide, chores, home repair, adult day care, recreation/socialization, nutrition education and other activities that contribute toward the maintenance of independent lifestyles.

**Eligibility:** Services are provided by contracted providers following a case-managed assessment of an individual's need for assistance with activities of daily living (ADL) or instrumental activities of daily living (IADL). No income requirements are imposed, though services are targeted to frail, vulnerable persons with the greatest social and economic needs.

## **SOCIAL SERVICES BLOCK GRANT (TITLE XX)**

**Purpose:** Social Services Block Grants (SSBG) are administered by states to provide services identified through local planning and state prioritization to address critical problems in specific geographical areas. The Aging and Adult Administration is responsible for a portion of the Arizona SSBG that provides services to targeted groups in geographic areas including Native American reservations.

**Eligibility:** Individuals and/or families are eligible if they are members of the designated target group and reside in the geographic area where the service is provided.

## COMMUNITY SERVICES ADMINISTRATION

**Purpose:** The Community Services Administration (CSA) contracts with approximately 90 private, non-profit community-based organizations and state and local governments. The contractors receive funds from state, federal and other sources to provide a variety of services that assist individuals and families with emergency help and in obtaining self-sufficiency:

- Shelter and supportive services for victims of domestic violence;
- Shelter and assistance for homeless individuals and families;
- Cash and medical assistance, social and protective services for refugees;
- Assistance with basic utility services for low-income households;
- Financial assistance for individuals and families in emergency situations;
- Assistance with basic needs for individuals in poverty;
- Food and information about food programs for needy individuals and families.

### SHORT TERM CRISIS SERVICES PROGRAM

**Purpose:** To provide temporary assistance to low-income persons who have an emergent need which cannot be met by their own income and resources.

**Eligibility:** The applicant must be a resident of Arizona, experiencing a crisis that will cause homelessness or the interruption of heating or cooling services. The household income cannot exceed 125% of the federal poverty level (or 150% of the poverty level if the household includes a disabled or elderly person).

### DOMESTIC VIOLENCE PROGRAM

**Purpose:** To provide women and their children safe emergency shelter/transitional housing and support services.

**Eligibility:** Women and children who experience domestic violence.

### COMMUNITY SERVICES BLOCK GRANT PROGRAM

**Purpose:** To provide a range of service activities that have a measurable and major impact on causes of poverty.

**Eligibility:** Must have income at or below 125% of the federal poverty guidelines.

### LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM

**Purpose:** There are two primary components of the program:

- **The Low Income Home Energy Assistance Program (LIHEAP)**, direct assistance payments to utility companies on behalf of individuals having difficulty in paying utility bills.

**Eligibility:** Income must be at or below 150% of the current federal poverty guidelines.

- **Weatherization of residential dwellings** (contracted through the Department of Commerce).

**Eligibility:** Income must be at or below 125% of the current poverty level requirements (150% if the person is over 60 years of age or handicapped). Persons may not be eligible if they are living in public or subsidized housing.



## **HOMELESS PROGRAM**

**Purpose:** To provide emergency shelter/transitional housing and support services to homeless individuals and families.

**Eligibility:** Must be homeless. Local programs may have additional requirements.

## **REFUGEE RESETTLEMENT**

**Purpose:** To coordinate public and private resources that promote successful refugee resettlement and best enable refugees and other qualifying immigrants to achieve social and economic self-sufficiency and well-being.

**Eligibility:** Must have refugee/entrant/asylee or other qualifying immigration or certification status pursuant to the Immigration and Naturalization Act. Services are provided without regard to income, except for cash assistance.

## **TELEPHONE ASSISTANCE PROGRAM**

**Purpose:** To provide telephone service to low-income individuals and families with a medical need that requires telephone service.

**Eligibility:** Must be at or below 150% of the federal poverty guidelines and have a verified medical need.

## **SENIOR TELEPHONE DISCOUNT PROGRAM**

**Purpose:** To provide a 17% discount on local telephone rates, as well as on the inside wiring maintenance and installation charges.

**Eligibility:** Must be at or below 100% of the federal poverty guidelines, and 65 years of age or older.

## **LIFELINE TELEPHONE DISCOUNT PROGRAM**

**Purpose:** To provide a monthly discount on local telephone rates.

**Eligibility:** Must be a benefit recipient of AHCCCS, Food Stamps, Supplemental Security Income, Federal Public Housing, or have received a Low-Income Home Energy Assistance benefit within the previous twelve months.

## **HUNGER PROGRAM**

**Purpose:** To provide individuals and families with supplemental food. This service is accessed by going to the local food bank or pantry.

**Eligibility:** For USDA commodities, 185% of federal poverty level; for other food programs eligibility varies.



## EMPLOYMENT AND REHABILITATION SERVICES

### CHILD CARE ADMINISTRATION

**Purpose:** To assist eligible families with child care costs, enabling parents to participate in employment and specific education and training activities related to employment, or in certain other circumstances when parents are unable to provide care. Families may choose from a variety of child care providers including Department of Health Services (DHS) licensed child care centers, DHS-certified child care group homes, DES-certified small family child care homes, and in some instances, non-certified relatives. Eligibility requirements vary with each program.

**Eligibility:** Child Care Administration services may be provided for the following eligible activities or needs:

1. Participation in the DES Jobs Program.
2. Employment.
3. Eligible education and training activities related to employment when working a minimum of 20 hours per week.
4. High school, GED or remedial education classes for teen parents.
5. Unable or unavailable to provide care for children due to a physical, mental, or emotional condition, participation in a drug treatment or rehabilitation program, or a court-ordered community service program.
6. Residency in a homeless or domestic violence shelter.
7. Other needs as determined by a Child Protective Services or foster care case plan.

Child care is provided for a portion of a 24-hour day when neither parent is available to provide care due to participation in eligible activities or needs listed above.

Eligibility requirements vary with each program. Some programs have income eligibility requirements based on family size and gross income, and may require the family to pay a portion of the child care costs.

### EMPLOYMENT ADMINISTRATION

**Purpose:** The Employment Administration (EA) provides employment and training services to employers and individuals seeking new jobs, better jobs or first jobs. Through the services provided by EA, participants are able to locate and retain suitable jobs and build sustainable careers. The administration provides for the collection of taxes from covered employers, payment of unemployment insurance benefits to eligible individuals, assistance for job seekers and customized services to employers.

### UNEMPLOYMENT INSURANCE PROGRAM

**Purpose:** To provide unemployment insurance benefits to eligible individuals based on their earnings, and systematically collect payroll taxes from subject employers to fund the payment of those benefits.

**Eligibility:** Generally, to qualify for benefit award, the worker must meet the following criteria:

1. Earned sufficient wages in covered employment during the base period.
2. Unemployment through no fault of the worker.
3. Physically able to work.
4. Available for, and actively seeking work.
5. Has not refused an offer of employment or a referral to suitable work.

## **FEDERAL BONDING PROGRAM**

**Purpose:** To provide individual fidelity bonds to employers for job applicants who are or may be denied coverage by commercial carriers because of a history of alcohol or drug abuse, ex-offender, poor credit history, lack of an employment history and/or dishonorable discharge from the military.

**Eligibility:** Fidelity bonding may be provided for any individual who is not commercially bondable, has a firm job offer and is qualified for the job. The job must offer full-time steady work with reasonable expectation of permanence and must not be self-employed.

## **JOB SERVICE**

**Purpose:** To provide recruitment services to employers and help job seekers obtain employment and to provide special employability services.

**Eligibility:** Any employer listing a bona fide job opening and anyone legally allowed to work in the United States.

## **DISABLED VETERANS OUTREACH PROGRAM**

**Purpose:** To provide special employability services to disabled veterans.

**Eligibility:** Veterans of the U.S. Armed Forces, with priority given to veterans with service-connected disabilities, who were discharged other than dishonorably.

## **LOCAL VETERANS EMPLOYMENT REPRESENTATIVE**

**Purpose:** To supervise, monitor and participate in employability services to all veterans of the U.S. Armed Forces. To contact and advise employers on veteran employment programs.

**Eligibility:** Any veteran of the U.S. Armed Forces who was discharged other than dishonorably.

## **WORK OPPORTUNITY TAX CREDIT (WOTC) PROGRAM**

**Purpose:** The program allows employers to claim a federal tax credit on their federal income tax if they hire persons from specific targeted groups.

**Eligibility:** There are eight applicant target group designations for the WOTC program: recipients of Welfare or Temporary Assistance for Needy Families (TANF), Qualified Veterans, Economically Disadvantaged Ex-felons, High-risk Youth, Vocational Rehabilitation referral, Qualified Summer Youth Employee, Qualified Food Stamps recipient and Qualified Supplemental Security Income (SSI) recipient.

## **TRADE ADJUSTMENT ASSISTANCE (TAA) PROGRAM**

### **TRADE READJUSTMENT ALLOWANCES (TRA) PROGRAM**

**Purpose:** To provide employability services, including training and weekly benefit checks, and assistance in obtaining job search and relocation allowances to adversely affected displaced workers.

**Eligibility:** Workers whose job loss has been determined by the U.S. Department of Labor to be caused by imports.

## **ONE STOP CAREER CENTERS (OSCC)**

**Purpose:** A main feature of Title I of the Workforce Investment Act (WIA) of 1998 is the creation of a one-stop customer delivery system. Through this system customers can access a broad range of employment-related and training services at a single point of entry. The following programs are required to deliver their services through this newly created system:

1. Title 1 of WIA (adults, youth, and dislocated workers — formerly JTPA)
2. Job Corps
3. Native American programs
4. Wagner-Peyser Act (Job Service)
5. Unemployment Insurance
6. Trade Adjustment Assistance
7. Welfare-to-Work
8. Senior Community Service Employment
9. Veterans' Employment & Training
10. Vocational Rehabilitation
11. Adult Education
12. Postsecondary Vocational Education
13. Community Services Block Grant Employment & Training activities
14. Housing and Urban Development Employment & Training activities

**Eligibility:** Any individual can access a number of employment-related services offered at each center. Once substantial staff assistance is required, specific eligibility criteria may apply.

## **WORKFORCE INVESTMENT ACT (WIA) SECTION**

**Purpose:** The Employment Administration WIA Section is the state grant recipient for the Workforce Investment Act Title I-B federal funds. The WIA Section has the responsibility for the state program planning and performance oversight of the employment and training programs operated in 15 Local Workforce Investment Areas (LWIAs), one of which consists of 13 Native American tribal entities. Federal Department of Labor funds are passed through the WIA Section to local areas to provide workforce investment activities that increase the employment, retention, and earnings of adults, dislocated workers, and youth.

**Eligibility:** The LWIAs administer to programs for adults, dislocated workers and economically disadvantaged youth (between the ages of 14 and 21).

## **ALIEN EMPLOYMENT CERTIFICATION**

**Purpose:** To process applications from employers who are petitioning for alien workers under the Alien Employment Certification process (commonly known as Labor Certification). To assist

and monitor these employers in the testing of the U.S. labor market in order to determine the availability of U.S. workers for specific job openings.

**Eligibility:** Any employer who wishes to import alien workers may apply to the EA Alien Employment Certification Unit for assistance.

### **MIGRANT SEASONAL FARM WORKERS OUTREACH PROGRAM**

**Purpose:** To ensure that the migrant seasonal farm worker (MSFW) population is aware of services provided by Job Service.

**Eligibility:** Services are provided on a basis that is qualitatively equivalent and quantitatively proportionate to those non-MSFWs.

### **JOBS PROGRAM**

**Purpose:** To provide eligible individuals the opportunity to become economically independent through employment by a variety of supportive and specialized services. Eligible individuals include the recipients of Temporary Assistance for Needy Families (TANF), employed former TANF recipients, and individuals at risk of becoming TANF eligible. Services are provided to remove barriers to employment, improve employment skills, locate and retain employment and support individuals and their families during the transition from welfare dependency to economic independence.

**Eligibility:** Current or former TANF recipient adults, including parents and caretakers age 18 or older, teen parents under age 18 (unless temporarily deferred), and individuals at risk of becoming TANF recipients.

### **FOOD STAMP EMPLOYMENT AND TRAINING (FS E&T) PROGRAM**

**Purpose:** To provide training and skill opportunities to eligible Food Stamp recipients while promoting participant employment and decreasing long-term Food Stamp dependence.

**Eligibility:** All Food Stamp recipients are required to participate including Able-Bodied Adults Without Dependents (ABAWDS) aged 16 through 50, and youth aged 16 and 17 who are head-of-household and not attending school or enrolled in any employment or training program at least half-time.

## **REHABILITATION SERVICES ADMINISTRATION**

**Purpose:** Arizona Rehabilitation Services Administration (RSA) programs provide a variety of specialized services to individuals with physical or mental disabilities that create barriers to employment or independent living. RSA offers two major service programs and several specialized programs/services.

**Eligibility:** The presence of some substantial physical or mental disability that results in limitation of activity in major life functions.

### **VOCATIONAL REHABILITATION SERVICES (VR) PROGRAM**

**Purpose:** To provide vocational and related services to individuals with disabilities who require VR services in order to prepare for, enter, engage in or retain gainful employment.

**Eligibility:** The presence of either a physical or mental impairment that constitutes a substantial impediment to employment, the ability to benefit in terms of an employment outcome, and a need for VR services to achieve employment.

## **INDEPENDENT LIVING REHABILITATION SERVICES PROGRAM**

**Purpose:** To assist individuals with significant disabilities maintain and increase self-determination and independence.

**Eligibility:** The presence of a significant physical, sensory, cognitive or mental disability which severely limits the individual's ability to function independently in a family or community setting, and a determination that the person can benefit from Independent Living Rehabilitation Services.

### **Specialized Programs/Services**

## **EMPLOYMENT SUPPORT SERVICES PROGRAM**

**Purpose:** To provide ongoing supervision and supports to assist individuals with very significant disabilities to maintain employment when such services are not available through the Division of Developmental Disabilities or the Regional Behavioral Health Authorities (RBHAs).

**Eligibility:** The existence of a significant disability that requires support services to maintain employment and the resources needed to provide these services.

## **BUSINESS ENTERPRISE PROGRAM**

**Purpose:** To provide opportunities for individuals who are blind or visually impaired to operate merchandising businesses, including food service facilities, in public and private buildings under state agency management.

**Eligibility:** The individual must be a legally blind adult and a Vocational Rehabilitation client who can demonstrate the necessary aptitude, interest and ability.

## **REHABILITATION INSTRUCTIONAL SERVICES**

**Purpose:** To provide evaluation and instruction in areas of independent living including orientation and mobility, orientation and adjustment to disability, communication skills, personal care and home management for individuals who are blind and visually impaired.

**Eligibility:** The individual must be a client of Vocational Rehabilitation or Independent Living Rehabilitation Services and in need of assistance to achieve or maintain independence.

## **SIGHT CONSERVATION**

**Purpose:** To provide routine eye examinations and glasses (if needed).

**Eligibility:** Must be 21 years of age or older, enrolled in the Arizona Health Care Cost Containment System (AHCCCS); **OR** receiving General Assistance (GA), Supplemental Security Income (SSI), or Temporary Assistance for Needy Families (TANF), and have not received an eye exam or glasses within the last two years.

## **ARIZONA INDUSTRIES FOR THE BLIND (AIB)**

**Purpose:** To provide training and employment to blind, visually impaired and other handicapped individuals in a state-operated facility.

**Eligibility:** The existence of a significant disability that requires services from AIB. (75% of AIB workers must be legally blind).

## **DEVELOPMENTAL DISABILITIES**

**Purpose:** To support the choices of individuals with developmental disabilities and their families by promoting and providing within communities flexible, quality consumer-driven services and supports.

**Eligibility:** Arizona residents diagnosed with autism, cerebral palsy, epilepsy or mental retardation which was manifested before the age of 18 may be eligible. The disabilities must severely limit the individual in three or more of seven life activities as defined in the Arizona Revised Statutes. Children under the age of six years may be eligible for services if there is a strongly demonstrated potential that the child has or will have a developmental disability. Visit the DDD website, <http://www.azdes.gov/ddd>, to make an eligibility referral.

The determination of Arizona Long Term Care System (Medicaid) eligibility is made by the Arizona Health Care Cost Containment System (AHCCCS).

### **SERVICES**

#### **SUPPORT COORDINATION**

All eligible individuals receive assistance from a support coordinator in determining eligibility, assessing needs, obtaining supports and in locating community resources. The support coordinator monitors supports through an Individual Support Plan (ISP).

#### **HOME AND COMMUNITY BASED SERVICES**

Children and adults may receive supports designed to promote and enhance independence, either to live alone, with family or with others. Most supports are provided in the person's home or community. Based on individual needs, some people may receive services in a residential setting. Supports may include attendant care, habilitation, respite, housekeeping, home health or therapies.

Children from birth to age three may receive early intervention services designed to assist with speech/language development, physical development and cognitive development. Such support may include various therapies or infant stimulation in natural environments.

Adults may receive services that may include training in community living skills, activities of daily living, job skills or job support.

#### **FOSTER CARE**

Children who have been adjudicated dependent by the courts (in need of care, custody and control) will receive supports designed to reunite families or to allow the child to have a permanent home. Foster care provides temporary care in the most home-like, least restrictive setting possible.

#### **MEDICAL SERVICES**

Medical Services are available only to those individuals who are eligible for the Arizona Long Term Care System or who receive Targeted Support Coordination. These medically necessary services are provided to help individuals attain as much independence as possible. Services are provided through contracted health plans or on a fee-for-service basis. Services are directed by a primary care physician and may include routine doctor visits, medications, rehabilitative therapy and many other services that are approved as medically necessary.

Behavioral health services are provided through Regional Behavioral Health Authorities (RBHAs) that are under the Department of Health Services, Division of Behavioral Health Services.

Additional information about DDD services can be found at the DDD website, <http://www.azdes.gov/ddd>, or by calling the District Office in your area, listed on [page 20](#).

## ISSUE RESOLUTION

Issue resolution should begin with the Support Coordinator. If the issue is not resolved, the District Program Manager/Administrator may be able to help. Further steps may include a grievance or appeal. The Support Coordinator can provide additional information about issue resolution. Individuals and families may also contact the Office of Consumer and Family Support at 602-542-0419 to raise issues or concerns that were not resolved at the District level.

## DDD ADMINISTRATIVE OFFICES

### ASSISTANT DIRECTOR

1789 W. Jefferson St., SC 791A	602-542-0419
Phoenix, AZ 85007 .....	Toll Free 1-866-229-5553
Office of Consumer & Family Support .....	602-542-0419

### DISTRICT I - Maricopa County

1990 W. Camelback Rd., Ste. 308	602-246-0546
Phoenix, AZ 85015 .....	Toll Free 1-800-749-9490

### DISTRICT II - Pima County

400 W. Congress, Ste. 500	520-628-6800
Tucson, AZ 85701 .....	Toll Free 1-877-739-3943

### DISTRICT III - Apache, Coconino, Navajo and Yavapai Counties

2705 N. 4th St., Ste. A	928-773-4957
Flagstaff, AZ 86004 .....	Toll Free 1-888-289-7177

### DISTRICT IV - La Paz, Mohave and Yuma Counties

350 W. 16th St., Ste. 232	928-539-3152
Yuma, AZ 85364 .....	Toll Free 1-877-739-3922

### DISTRICT V - Gila and Pinal Counties

2066 W. Apache Tr., Ste. 240	480-982-0018
Apache Junction, AZ 85219 .....	Toll Free 1-877-739-3926

### DISTRICT VI - Cochise, Graham, Greenlee and Santa Cruz Counties

209 Bisbee Rd.	520-432-5703
Bisbee, AZ 85603 .....	Toll Free 1-877-739-3938



## **VII ADMINISTRATIVE SERVICES**

### **RESEARCH ADMINISTRATION**

**[www.workforce.az.gov](http://www.workforce.az.gov)**

The Research Administration is committed to coordination among existing data-gathering agencies, so that reports and information have greater consistency and compatibility, while providing tools of analysis to make available data more useful for planning and decision-making purposes.

#### **LABOR MARKET INFORMATION**

Describes the dynamics of employment opportunities and the workforce. Includes employment and unemployment data, occupational information, job placement assistance and program administration information.

#### **UNEMPLOYMENT INSURANCE RESEARCH**

Tracks and reports administrative data related to the Unemployment Insurance (UI) program. This includes benefits paid, persons claiming UI, employer taxes and a wide range of related data.

#### **POPULATION STATISTICS**

This unit is responsible for preparing official population estimates and projections for the State of Arizona and for the coordination of the Census Bureau's State Data Center (SDC) and Business and Industry Data Center (BIDC) programs.

### **DES DISTRICT ADMINISTRATIVE OFFICES**

#### **DISTRICT I - Maricopa County**

815 N. 18th St. 602-307-9016  
Phoenix, AZ 85006 ..... Toll Free 1-800-749-9490

#### **DISTRICT II - Pima County**

400 W. Congress, Ste. 500 520-628-6810  
Tucson, AZ 85701 ..... Toll Free 1-877-739-3943

#### **DISTRICT III - Apache, Coconino, Navajo and Yavapai Counties**

220 N. Leroux St. 928-779-2731  
Flagstaff, AZ 86001 ..... Toll Free 1-888-289-7177

#### **DISTRICT IV - La Paz, Mohave and Yuma Counties**

350 W. 16th St., Ste. 232 928-782-4343  
Yuma, AZ 85364 ..... Toll Free 1-877-739-3922

#### **DISTRICT V - Gila and Pinal Counties**

2510 N. Trekell Rd. 520-836-2351  
Casa Grande, AZ 85222 ..... Toll Free 1-877-739-3926

#### **DISTRICT VI - Cochise, Graham, Greenlee and Santa Cruz Counties**

209 Bisbee Rd. 520-364-4446  
Bisbee, AZ 85603 ..... Toll Free 1-877-739-3938